

Minutes: Consolidated Billing Subcommittee Meeting

**Thursday, February 24, 2000 – 9:00 a.m. to 4:00 p.m.
Salt River Project - 1600 North Priest Dr. Tempe, Arizona 85281**

Topic	Lead	Outcome	Att.
1 Welcome, Intro, Sign-In	Shirley Renfroe	<ul style="list-style-type: none"> - Shirley Renfroe, chairperson, addressed the group and delivered her opening remarks. Subcommittee members in attendance introduced themselves. Attendance was taken (Attachment 1). - Members discussed the large group meeting held at the Mesa Community Center on Feb. 23, 2000. Ms. Castillo, SRP, and Ms. Ferrara, APS Energy Services, expressed concerns as to whether or not the large group meetings could serve as a forum for discussing issues. Ms Ferrara expressed further concerns regarding time constraints and if enough large group meetings have been scheduled. Ms. Sorensen stated that she believed that issues should be solved at the small group level and that any PSWG member with a compelling interest in a given issue could attend the appropriate small group meeting to take part in resolving it. - Members agreed to leave the master Issues list in the current legal size format. 	1
2 Review minutes from Consolidated Billing Subcommittee Meeting (February 9, 2000)	Shirley Renfroe	Subcommittee members reviewed their copies of the February 9, 2000 minutes that were distributed via e-mail. Mr. Pichoff, K.R. Saline & Associates, asked hat Ms. Sorensen and Ms. Massarand be identified as "facilitator" and "observer" respectively in the minutes. No other changes were made.	
3 Updates from chair and policy meetings.	Shirley Renfroe	Ms. Renfroe & Ms. Dryer updated subcommittee members on the most recent chair and policy meetings.	
4 Review/Discussion of Master Issues List	Shirley Renfroe	<p>Subcommittee members resolved the following items appearing on the Master Issues List (Attachment 2):</p> <ul style="list-style-type: none"> - Issue #8, UDC responsibility for passing contact info including ACC phone no. - Issue #9, tables & graphs. - Issue #0, business & regulatory broadcast notices. - Issue #17, levelized billing line items. - Issue #19, transmission of reasons for estimated readings. <p>Four action items (Attachment 3) were identified in order to resolve the following issues:</p> <ul style="list-style-type: none"> - Issue #7, rebate, rebill (Attachment 3A). - Issue #18, ACC rules regarding information that ESP's and UDC's are obligated to show on a dual billing. - Issue #23, customer deposits. - Issue #24, troubleshooting timeframe on UDC estimated bills (Attachment 4). <p>Members were given a copy of the ACC Consumer Services procedures for handling disputes (Attachment 5)</p>	2, 3, 3A, 4 & 5

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| 5 | Items for Next Meeting (Agenda) | Shirley Renfroe | Ms. Renfroe and Ms. Sorensen (group facilitator) coordinated the development of the agenda for the next meeting which will be held on Wednesday, March 8, 2000 from 9:00 a.m. to 4:00 p.m., at the following location: |
| | | Trisha Sorensen (Facilitator) | Arizona Public Service Company
400 N. Fifth Street
Phoenix, AZ 85004 |
| | | | Please note: Visitors are asked to limit their movements in the APS building to the meeting area and 2 nd floor (unrestricted floor). |
| 6 | Feedback of meeting from Subcommittee | Trisha Sorensen (Facilitator) | The overall consensus was that the meeting had been productive. |
| 7 | Adjourn | Shirley Renfroe | Ms. Renfroe adjourned the meeting as scheduled. |

Agenda: **Consolidated Billing Subcommittee Meeting**

Wednesday, March 8, 2000 – 9:00 a.m. to 4:00 p.m. – 400 North Fifth Street
Arizona Public Service Company - Phoenix, Arizona 85004

Topic	Lead	Anticipated Outcome	Att.
1 Welcome, Introductions, Sign-In	Shirley Renfroe	Ms. Renfroe will deliver opening remarks. Committee members will sign the attendance sheet and introduce themselves .	
2 Review minutes from the Consolidated Billing Subcommittee's prior meeting (February 24, 2000)	Shirley Renfroe	Subcommittee members will review the minutes from the previous meeting and make suggestions on any revisions that need to be made.	
3 Update from Chair meeting	Shirley Renfroe	Ms. Renfroe will update Subcommittee members on what took place at the most recent meeting of subcommittee chairpersons.	
4 Update from Policy Committee Meeting	Shirley Renfroe/ Evelyn Dryer	Ms. Renfroe and Ms. Dryer will update Subcommittee members on the most recent meeting of the Policy Committee.	
5 Resolution of issues associated with the common elements of ESP Consolidated "as is" methods.	Committee Members	<p>Subcommittee members will develop a pending resolution, for the short-term, on Issue # 18, ACC rules, and develop pending resolutions on the following issues (Master Issues List):</p> <ul style="list-style-type: none"> - Issue #7, rebate, rebill. - Issue #23, customer deposits. - Issue #24, troubleshooting timeframe on UDC estimated bills <p>Work on Matrix – Gene Slechta, SRP, will review CUBR, UBP, and other business models.</p> <p>New Issues – Review, assign priority</p> <ul style="list-style-type: none"> - Issue #62, backbilling - Issue #63, charges not transmitted by drop dead date/time - Issue #71, customer disconnect, Rene Castillo, SRP, will bring previous work documents. 	
6 Items for Next Meeting (Agenda)	Trisha Sorensen (Facilitator)	Ms. Sorensen (group facilitator) will coordinate the development of the agenda for the next meeting.	
7 Feedback of meeting from Subcommittee members	Trisha Sorensen (Facilitator)	Subcommittee members will give their opinions on the meeting.	
8 Adjourn	Shirley Renfroe	Ms. Renfroe will adjourn the meeting.	